

**RESIDENTS OF  
DELAWARE  
NURSING HOMES  
AND RELATED  
FACILITIES  
HAVE RIGHTS  
PROTECTED  
BY THE  
STATE OF  
DELAWARE.**

*If a resident is adjudicated incompetent or determined to be incompetent by his or her attending physician, or is unable to communicate, his or her rights shall devolve to his or her next of kin, guardian or representative.*

**WOULD YOU LIKE A COPY OF  
THE FULL VERSION OF THESE  
RIGHTS AS THEY APPEAR IN  
DELAWARE CODE?**

**DO YOU WANT TO REGISTER  
A COMPLAINT?**

**YOUR LONG TERM CARE  
OMBUDSMAN CAN HELP.**

**CALL: 1.800.223.9074**



*Delaware Health and Social Services*  
Division of Services for Aging and Adults with Physical Disabilities



**YOU  
HAVE  
RIGHTS!**



*Delaware Health and Social Services*  
Division of Services for Aging and Adults with Physical Disabilities



## CARE

### *You have the right:*

- ...to receive considerate, respectful, and appropriate care, treatment and services.
- ...to receive reasonable continuity of care.
- ...to choose a personal attending physician.
- ...to not be transferred or discharged out of a facility except for medical reasons, your own welfare or the welfare of other residents; or for non-payment of justified charges. You will be given 30 days advance notice, except where the situation is deemed an emergency.

## DIGNITY

### *You have the right:*

- ...to respect and privacy.
- ...to be free from restraints.
- ...to privacy in your room.
- ...to privacy in visits by your spouse.
- ...to retain and use your own clothing and personal possessions.
- ...to not have to perform a service for the facility.

## CHOICE

### *You have the right:*

- ...to make choices regarding activities, schedules, health care and other aspects of your life.

...to participate in an ongoing program of activities.

...to participate in social, religious and community activities.

## RESPECT

### *You have the right:*

- ...to receive from the administrator and staff a timely, courteous and reasonable response to requests or grievances – in writing, if requested.
- ...to associate or communicate with others without restriction.
- ...to manage your own financial affairs.
- ...to recommend changes or present grievances to the facility staff, the Long Term Care Ombudsman or others.
- ...to be fully informed of all rights and responsibilities.
- ...to be free from verbal, physical or mental abuse, cruel and unusual punishment, involuntary seclusion, withholding of monetary allowance, withholding of food, and deprivation of sleep.
- ...to receive notice before your room or roommate is changed, except in emergencies, and to have the facility honor requests for a room or roommate whenever possible.
- ...to exercise your rights as a citizen of the State and the United States of America.

## INFORMATION

### *You have the right:*

- ...to receive, prior to or at the time of admission, a written statement of the services provided.
- ...to receive a written itemized statement of charges and services.
- ...to receive from the attending physician complete and current information concerning your diagnosis, treatment and prognosis.
- ...to inspect all records pertaining to you.
- ...to have the facility place at your bedside, the name, address, and phone number of the physician responsible for your care.
- ...to receive, in writing, information regarding any relationship the facility has with other healthcare or related institutions or service providers.
- ...to examine the most recent survey of the facility.
- ...to receive information from agencies acting as client advocates and be afforded the opportunity to contact those agencies.
- ...to request information regarding minimum acceptable staffing levels as it relates to your care.
- ...to request the names and positions of staff members providing care to you.
- ...to request an organizational chart outlining the facility's chain of command for purposes of making requests and asserting grievances.